

IOT Enterprise Shared Services - 2017

Who We Are:

A 19-member team that provides messaging and collaboration services.

Our Mission:

The ESS team is responsible for providing a highly available enterprise solution for shared services such as email, Active Directory authentication and related infrastructure, shared file services, SharePoint Online/On-Premise, CRM Online/On-Premise, Oracle WebCenter Content (WCC) and Oracle Application Services (OAS) to State of IN users. These services provide the platform for productivity, communications and other collaborative efforts.

Department:

493014

Manager:

Elaine Kan

What We Do:

Messaging Services

Provide an enterprise messaging solution for approximately 130 agencies using Microsoft Exchange. The messaging environment consists of multiple components such as anti-spam, encryption, archiving and data loss prevention. Design, implementation, management, disaster plan, data recovery and troubleshooting of the messaging environment are covered by the ESS team.

Active Directory Services

Manage the Active Directory (AD) domain services for the organization, which is the backbone for authentication and name resolution (DNS). Most enterprise applications rely on AD services for integrated authentication. The ESS team is responsible for design, management and troubleshooting of any Active Directory issues.

Sharepoint/CRM

Provide Sharepoint and CRM collaboration infrastructure for 44 agencies both on premise and in the cloud. ESS is responsible for design, management and migration plans for the Sharepoint/CRM environment.

Oracle Application Services (OAS)

Provide Oracle Application Server (OAS) infrastructure which offers a robust, highly available, secure and scalable application platform for development, integration and deployment of enterprise applications, portals and websites

Oracle WebCenter Content (WCC)

Manage Oracle Web Content Center (WCC) infrastructure which provides a unified repository to consolidate unstructured content from diverse systems so organizations can centrally manage documents, images, rich media files and records. This strategic content infrastructure allows for end-to-end content lifecycle management that is robust, highly available and secure.

Our Products:

1025	Sharepoint	1177E	Oracle WCC	1193	CRM Online
1158	Instant Messaging	1190	Sharepoint Online		
1174	Shared CRM	1191	Oracle App Hosting		

Our Tools:

vFire Ticket Management and SLA Measurement

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues for Enterprise Shared Services within 2 IOT business days 90%+ G; 87%+ Y; <87% R

Our Customers:

Mail Services	36,000 state employees and contractors
SharePoint/CRM	44 agencies
Oracle Application Services	7 agencies
Oracle Web Content Center	7 agencies
Active Directory Domain Services	36,000 state employees and contractors

Our Budget: \$1.2 Million

Our Growth:

CRM: Supporting 14 Agencies

SharePoint: Supporting 40 Agencies

Major Accomplishments:

- Designed/implemented hybrid Exchange 2013/Exchange Online environment for upcoming Exchange Online migration which will reduce storage and server hosting costs.
- Designed automated and streamlined process to move away from third party email archiving solution (Enterprise Vault) to leverage additional storage in Exchange Online and pass along savings to agencies.
- Implemented Self-Service Password Reset (SSPR) which empowers state users to proactively and securely reset their passwords freeing up Help Desk resources to focus on more pressing issues.
- On-boarded multiple agencies to Sharepoint Online and CRM Online.
- Implemented INBiz (SOS application) using Azure B2C.
- Designed an enterprise single sign-on (SSO) solution for Office 365, paving the way for further application integration.
- Migrated 500TB+ from EMC Celerra device to ISILON over the course of a year to improve performance, scalability and cost.
- Consolidated DOE to take advantage of IOT services for better support and cost savings.
- Retired all DOR/INDOT Server 2003 Oracle Application servers resulting in cost savings, reliability and better performance.
- Implemented OBIEE solution within a virtual environment within the protected data zone.
- Upgraded agency application environments (DOR RPS, DOR MCS, INDOT MIP, IDEM) to OAS WCC 11G environments.

Current Projects:

- Migrating On-Premise Exchange mailboxes to Exchange Online (MS Government Cloud)
- Extracting archived email from tiered storage solution back into mailboxes
- Migrating Exchange 2010 Public Folders as part of Exchange Online migration project
- Working with agency specific applications to leverage Azure B2C
- Upgrade Active Directory Domain Controllers across forest to 2012 R2
- Continue migrating remote Server 2003 file server migrations to the ISILON
- Migrate and integrate UCM in the PDZ environment
- Continue to migrate agencies to Sharepoint/CRM online